



aadilwani28@gmail.com



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Chandkoot Baramulla



AADIL FAYAZ

Seeking opportunities in customer service and office administrative fields. Eager to learn and put my experience to work for a new dynamic organization or company.

Experiences

JAN 2023 - AUG 2023

Teleperformance

Customer Service Representative

- Resolve 100+ customer daily inquiries via chat and phone, consistently exceeding targets.
- Trained and mentored new employees on conflict resolution,
- Proposed more efficient call script to reduce average customer handling time, which was well-received and implemented by management.
- Achieved 97% average customer satisfaction rating to date.

Skills

Ambitious & Mindful

Strong Organisation Skills

Cost Reporting & Management

Adaptable & Agile

Receptive & Resourceful

Conflict Resolution & De-Escalation

Educations

2015-2018

Bachelor of Technology in
Civil Engineering

I.K Gujral Punjab
Technical University,

2012-2015

Diploma in Civil
Engineering

DR IT GROUP OF COLLEGES

Technical Skills

Software's:

MS Word

Excel

PowerPoint

Operating Systems: Windows (97,98,2000,2003,2010),

Pursuits & Intersts

- Playing Cricket: Actively participate in local cricket tournaments.
- Travelling: Love discovering new places and experiencing diverse cultures.
- Cooking: Passionate about experimenting with flavors and creating delicious dishes.

Languages

	Read	Speak	Write
English			
Urdu			
Kashmiri			
Hindi			
Arabic			

PERSONAL DETAILS

DOB: 21/04/1994

ADDRESS: CHANDKOOT BARAMULLA J&K

GENDER: MALE.

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